NOTICE OF DISPUTE

Pursuant to Airbnb Terms of Service

Date: 12/16/2025

To:

Airbnb, Inc.

CSC Lawyers Incorporating Service,

2710 Gateway Oaks Dr., Suite 150N

Sacramento, CA 95833

From:

REDACTED

Airbnb A REDACTED

Reserva

Listing:

https://a

PURPOSE OF NOTICE

This letter serves as a formal Notice of Dispute under Airbnb's Terms of Service and is submitted in good faith in an effort to resolve this matter informally before initiating arbitration.

SUMMARY OF THE DISPUTE

This dispute concerns Airbnb's handling of a long-term reservation and its decision to refund unspent nights to the guest without applying the 30-day notice requirement that governs long-term stays.

The reservation was a long-term stay subject to Airbnb's long-term cancellation policy. After the guest reported a mouse sighting, I responded immediately and completed same-day remediation.

Airbnb subsequently acknowledged that:

- There was no refusal by the host to remediate
- Same-day remediation was completed
- No infestation was found
- No habitability issue was identified
- No AirCover violation occurred
- No host policy violation was found

Despite these acknowledgments, Airbnb refunded unspent nights within the 30-day notice period and charged that amount back to me as the host.

BREACH OF THE IMPLIED COVENANT OF GOOD FAITH AND FAIR DEALING

Airbnb promotes long-term stays as providing hosts with a 30-day notice protection against early departure. I relied on that representation when accepting this reservation and pricing the stay accordingly.

Airbnb exercised its discretionary authority to override the long-term cancellation policy without identifying any applicable exception or policy basis. No Trust, Safety, or Habitability determination was made, and no host violation was found.

By refunding the guest in these circumstances, Airbnb deprived me of the benefit of the bargain created by the long-term stay framework. Exercising discretion in this manner, without applying or identifying a stated contractual standard, constitutes an arbitrary and bad-faith use of discretion and a breach of the implied covenant of good faith and fair dealing.

RELIEF REQUESTED

My standard nightly rate for this listing is $145. Under Airbnb's long-term cancellation policy, the host is entitled to payment for 30 days following an early departure.

Accordingly, I am requesting payment for 30 nights at $145 per night, for a total of $4,350.

I am also requesting written confirmation of the specific policy or contractual provision Airbnb relied upon in overriding the long-term cancellation policy, if Airbnb contends that an exception applies.

This Notice is not intended to waive, limit, or forfeit any other contractual, statutory, or equitable rights or claims, all of which are expressly reserved.

This Notice of Dispute is submitted in good faith with the goal of resolving this matter without arbitration.

Sincerely,

REDACTED

UNITED STATES POSTAL SERVICE

December 29, 2025

Dear C2M LLC:

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## Item Details

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| **Status Date / Time:** | December 26, 2025, 10:58 a.m. |
| **Location:** | SACRAMENTO, CA 95813 |
| **Postal Product:** | First-Class Mail® |
| **Extra Services:** | Certified Mail™ |
| | Return Receipt Electronic |
| **Recipient Name:** | Airbnb Inc |
| **Reference(s):** | 932744, 229676706 |

## Recipient Signature

Signature of Recipient:

Address of Recipient:

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Sincerely,
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